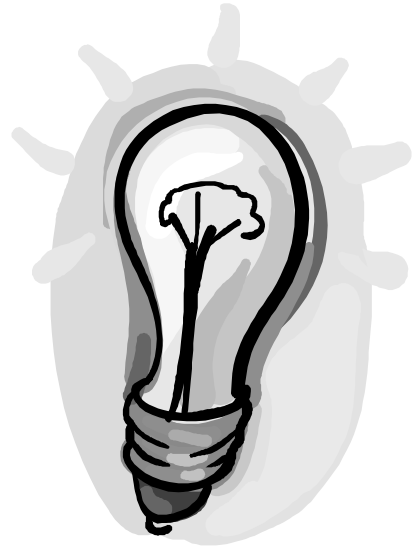
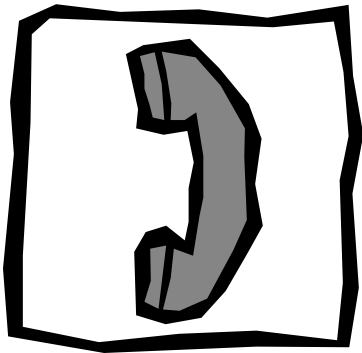


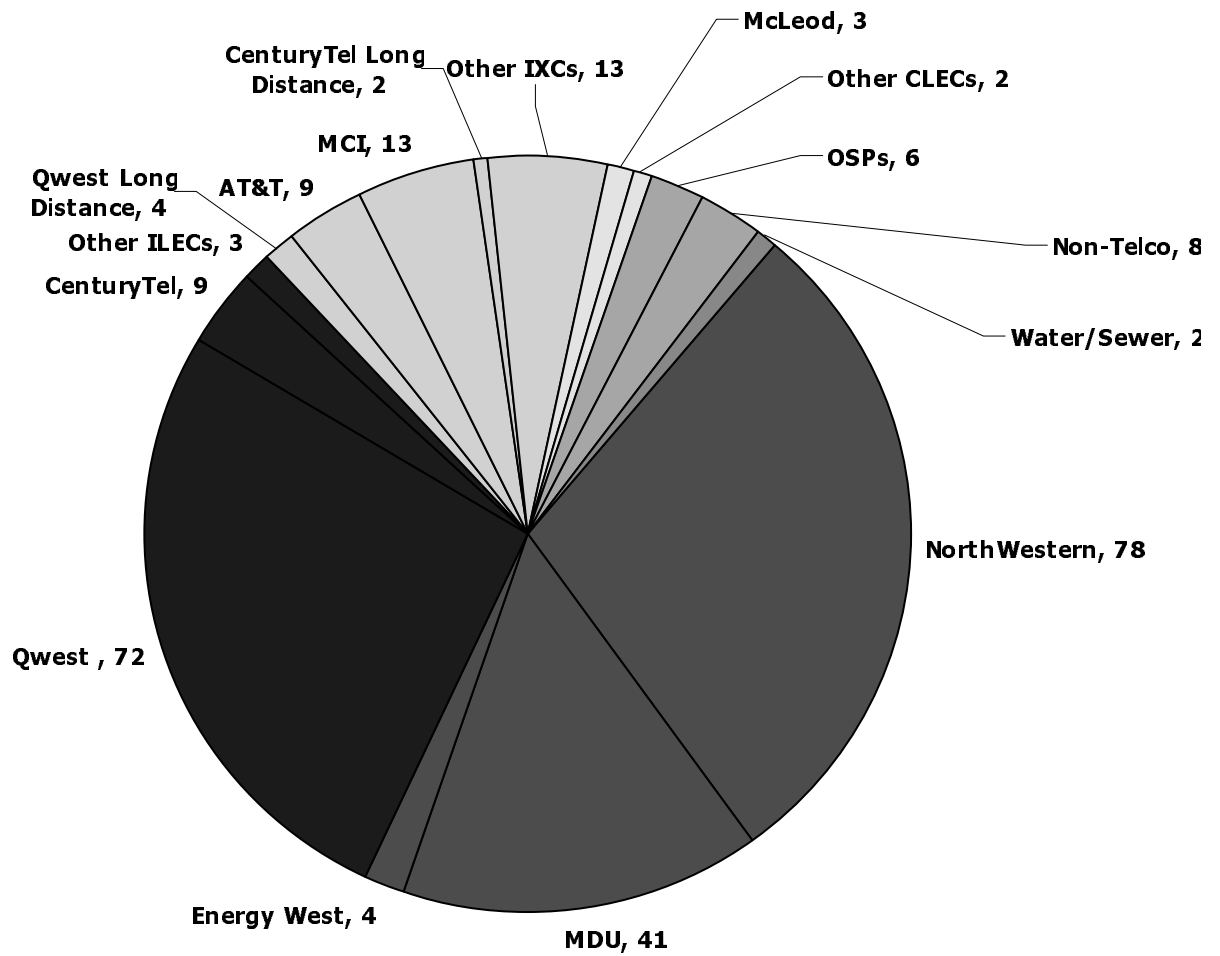
*Utility Consumer Complaints  
Report, 3rd Quarter, 2005*



**Montana  
Public Service  
Commission**



3rd Quarter  
2005 Complaints  
By Utility  
Total—269



OSP—Operator Service Providers

**Complaint Percentages By Utility**

		<b><u>Weighted Average</u></b> <b>(Based on '04 Customer Base)</b>
NorthWestern Energy	29.00%	.022%
MDU	15.24%	.050%
Energy West	1.49%	.015%
Qwest	26.76%	.021% (based on # of access lines)
CenturyTel	3.35%	
Other ILECs	1.12%	
Qwest LD	1.49%	
AT&T	3.35%	
MCI	4.83%	
CenturyTel LD	.74%	
Other IXC's	4.83%	
McLeodUSA	1.12%	
CLECs	.74%	
OSPs	2.23%	
Non-Telco	2.97%	
Water/Sewer	.74%	
	-----	
	100.00%	

**Complaints by Service Type**

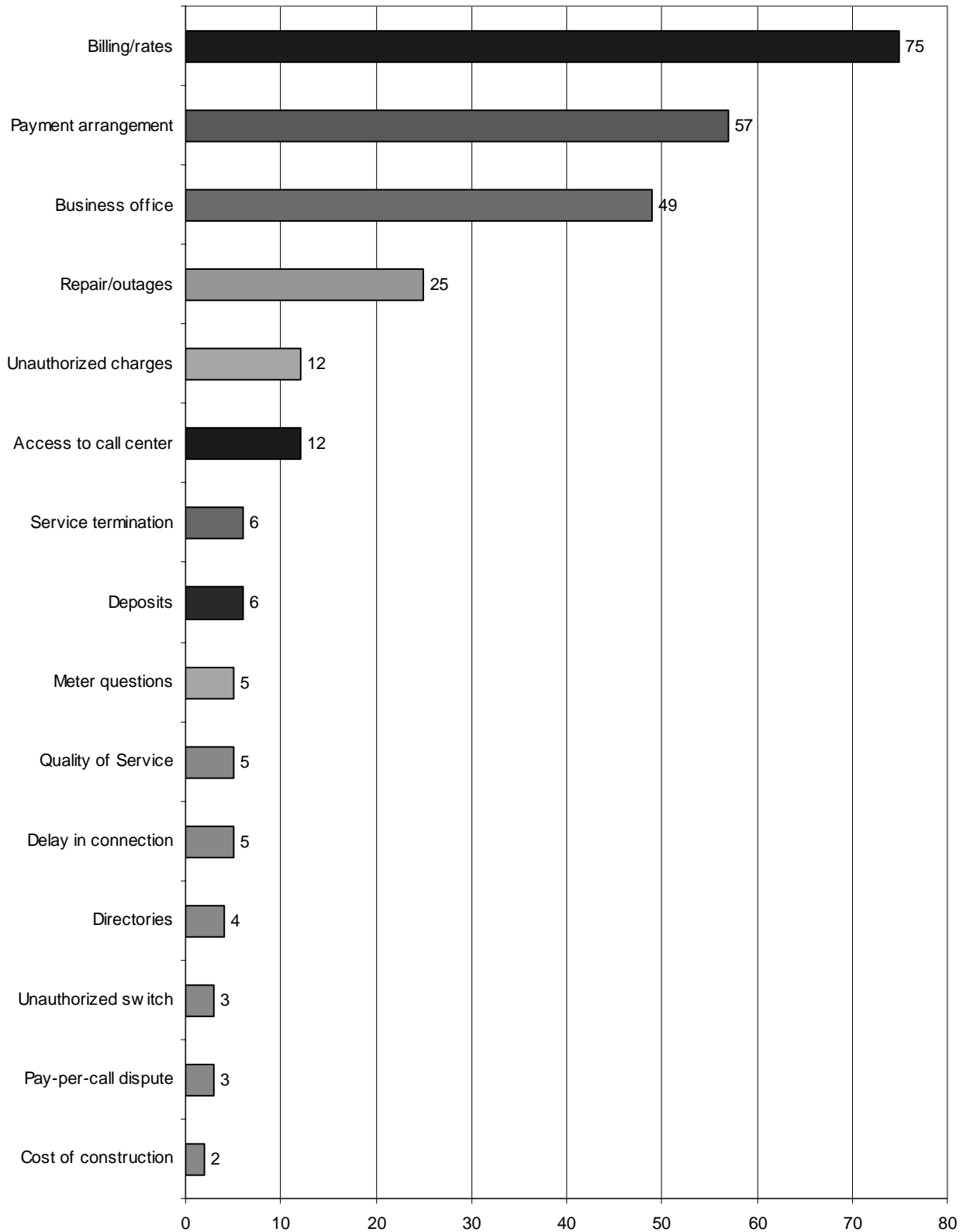
**Percentage of Total**

Energy—123	45.73%
Telecommunications—144	53.53%
Water/Sewer—2	.74%
<hr/>	
<b>Total            269</b>	<b>100%</b>

**Type and Number of Complaints By District**

	<b><u>Dist. 1</u></b>	<b><u>Dist. 2</u></b>	<b><u>Dist. 3</u></b>	<b><u>Dist. 4</u></b>	<b><u>Dist. 5</u></b>	<b><u>Total</u></b>
<b>1. Billing/Rates</b>	<b>17</b>	<b>18</b>	<b>18</b>	<b>7</b>	<b>15</b>	<b>75</b>
<b>2. Business Office</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>12</b>	<b>49</b>
<b>3. Cram</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>12</b>
<b>4. Payment Arrangements</b>	<b>18</b>	<b>12</b>	<b>14</b>	<b>6</b>	<b>7</b>	<b>57</b>
<b>5. Access to Business Office</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>12</b>
<b>6. Repair</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>25</b>
<b>7. Slam</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>
<b>8. Delay in Connection</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5</b>
<b>9. Termination</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>6</b>
<b>10. Meter Questions</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>5</b>
<b>11. Pay-Per-Call</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>
<b>12. Deposits</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>6</b>
<b>13. Cost of Construction</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>14. Directory Listings</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>
<b>15. Quality of Service</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>5</b>
<b><u>Total</u></b>	<b>58</b>	<b>53</b>	<b>56</b>	<b>42</b>	<b>60</b>	<b>269</b>

## **3rd Quarter 2005 Consumer Complaints By Category**



## Number of Complaints

	<u>2004</u>	<u>2005</u>	<u>Percent of Change</u>
July	132	86	(34.8%)
August	145	93	(35.9%)
September	121	90	(25.6%)
	—	—	—
Total	398	269	(32.4%)

	<u>2005</u>	<u>2005</u>	
		<u>July</u>	
April	132	86	(34.8%)
		<u>August</u>	
May	105	93	(11.4%)
		<u>September</u>	
June	110	90	(18.2%)
	—	—	—

Number of Calls

	<u>2004</u>	<u>2005</u>	<u>Percent of Change</u>
July	1,047	925	(11.7%)
August	1,068	866	(18.9%)
September	976	757	(22.4%)
	—	—	—
Total	3,091	2,548	(17.6%)

		<u>2005</u>	
	<u>2005</u>	<u>July</u>	
April	1,174	925	(21.2%)
		<u>August</u>	
May	896	866	(3.3%)
		<u>September</u>	
June	909	757	(16.7%)
	—	—	—
Total	2,979	2,548	(14.5%)